



Arizona Corporation Commission Consumer Inquiry and/or Complaint Form

This form may be completed electronically, printed and mailed to:

Arizona Corporation Commission, Consumer Services Section, 1200 W. Washington St.
Phoenix, Arizona 85007;

You may save the completed form and e-mail it as an attachment to:

mailmaster@cc.state.az.us

AUG 25 2003

AZ CORPORATION COMMISSION

Before submitting a complaint to the ACC please visit this [link](#) to determine if the Commission regulates this service. If the company is regulated, please contact the company first. If you have already contacted your utility and are not satisfied with its response, please fill out this form and return the address above.

YOUR NAME Jeffrey L. Kelly		DATE 8/18/03
ADDRESS P.O. Box 639 Pine Arizona 85544		PHONE (HOME) (928) 476-5792
NAME THAT APPEARS ON THE BILL Jeffrey L. Kelly	Arizona Corporation Commission DOCKETED	ALTERNATE PHONE (DAYTIME) (530) 243-5107
NAME OF THE UTILITY COMPANY Pine Water Company Inc.	AUG 28 2003	ACCOUNT NUMBER 9004989-1
E-MAIL ADDRESS jlkelly@snowcrest.net	DOCKETED BY 	CHECK HERE TO CONFIRM THAT YOU HAVE ALREADY CONTACTED THE UTILITY (SEE STEP 1) <input checked="" type="checkbox"/>

PLEASE SUMMARIZE YOUR COMPLAINT OR INQUIRY:

I do not and will not accept that elected officials would allow any utility the ability to charge a consumer at a rate of over 5 times the regulated rate for domestic water usage.

If I am not mistaken, Brookes Utilities is regulated at a rate of .00350 on a usage rate of 3870 gallons of water. I talked with a spokesperson for the ACC and she informed me that it was my elected officials that allow the utility to place a surcharge of \$8.454 per 1000 gallons or 0.008454 cents per gallon. When I did the simple math of adding the 0.00350 with the additional 0.008454 I come up with a combined total of 0.011954 cents per gallon which is over 5.5 times the amount set forth by regulation.

If this is allowed by ACC65914, all members of the commission should be replaced immediately.

8/19/03

Please include copies of any documentation, such as bills, that our office would need to provide a response.